DuraLabel

TORO™

Portable Integrated Printer

User's Guide

Toro Portable Integrated Printer

Standalone Capability

Toro is an independent printing system complete with keyboard, touch screen, software and mouse. Toro comes with everything you need to design and print arc flash, pipe marking, NFPA, right-to-know, OSHA compliance, barcoding, wayfinding and custom labels and signs.

Independence

Toro's complete system means there is no longer a need to network into your in-house computer system so there are NO security or interface issues.

Portability

Toro weighs in at 13.8 pounds (without supply). Because it does not rely on network support, you can take it to a secondary location, to a remote site, or put it on a cart and take it throughout your facility for inventory identification or lean manufacturing.

On The Go Accessories

Toro offers a portable battery module accessory for working remotely. The battery comes with its own charging brick and will last for three hours of continuous printing in the field. The Toro also comes with a 12V car charger for printing on the go.

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1. Warranty Information/FCC Compliance/Safety Instructions

Warranty Information

The DuraLabel Toro is warranted to be free from defects in materials or workmanship for a period of one year from the date of purchase. Within this period, Graphic Products, Inc. will, at its sole discretion, repair or replace any components that fail in normal use. Such repairs or replacements will be made at no charge to the purchaser for parts or labor, provided the purchaser shall be responsible for any transportation cost. This warranty does not cover equipment or parts that have been misused, altered, neglected, carelessly handled, used for purpose other than those for which the printer was manufactured, or damages resulting from unauthorized service.

> **NOTE:** Repairs have a 90-day warranty. If the unit sent in is still under its original warranty, then the new warranty is 90 days or to the end of the original warranty, depending upon which is longer. The warranties and remedies contained herein are exclusive and in lieu of all other warranties whether expressed, implied or statutory, including any liability arising under any warranty of merchantability or fitness for a particular purpose, statutory or otherwise. This warranty gives the purchaser specific legal rights, which may vary from state to state.

In no event shall Graphic Products be liable for any incidental, special, indirect or consequential damages, whether resulting from the use, misuse or inability to use the product for any reason, including defect. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply in all areas.

Graphic Products retains the exclusive right within all warranty periods to repair the product, replace the product or offer a full refund of the purchase price, at its sole discretion. Such remedy shall be the purchaser's sole and exclusive remedy for any breach of warranty.

General maintenance and cleaning of the Toro printer is the purchaser's responsibility and is not covered by the warranty. For further service information, please contact your representative at 1-800-788-5572, or visit **www.DuraLabel.com**.

> **NOTE:** If the Toro needs to be serviced or shipped, the battery and power supply need to be removed.

> **NOTE:** User programs cannot be installed on Toro.

FCC Compliance for American Users

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with instructions may cause harmful interference to radio communications. Changes and modifications could void the user's authority to operate this equipment.

Safety Instructions

Please review the following safety instructions prior to using the printer:

1. The Toro is intended for indoor use only. Keep the printer away from humidity and ultraviolet radiation.

2. Before you connect the printer to a power outlet, please check the voltage of the power source.

3. When not in use, disconnect the printer from its power source.

4. To avoid electrical shock, DO NOT pour any liquid onto the printer or printer parts.

5. ONLY qualified service personnel should attempt to repair the printer.

6. Under any circumstances, DO NOT repair or adjust energized equipment without supervision. For your protection, a person capable of providing first aid must always be present.

7. Obtain first aid or medical attention immediately after an injury. Never neglect an injury, no matter how slight it seems.

8. Toro supply may build a small static charge in static sensitive environments. Do not operate Toro or any other electronic equipment near flammable materials.

2. Getting To Know Your Toro

Find a location to place your Toro printer where it will be convenient and ergonomically comfortable. Choose a location that allows the keyboard and screen to be easily used while still having the capability to load supply. When the top cover is opened, the Toro requires 21" of height clearance for supply loading. Place the Toro with the DuraLabel logo facing toward you.

Control Panel

The Toro Control Panel is centered at the top of the printer as it faces you.

CONTROL PANEL

Supply Feed   Supply Status Light   Power Button   Keyboard Release Slider

Printer Status Light   Battery Status Light
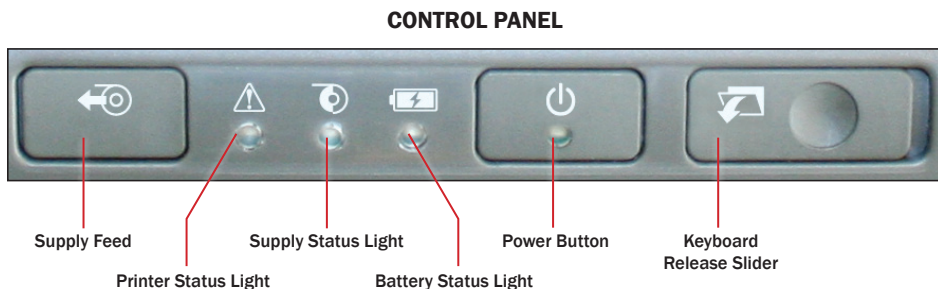
Supply Feed Button
This button feeds loaded supply through the printer. This control can also be used to pause or continue printing in the middle of a print job.

Printer Status Light
When the printer status light is green, your Toro is operational. If it is red amber or blinking, open the top cover and make sure the print head is locked into place or check printer error screen.

Supply Status Light
If the supply status light is red the supply is low. Make sure you have enough supply to complete the labeling job you are intending to accomplish. If the Supply Feed Status Light is blinking red, your supply has almost run out or there is none loaded.

Battery Status Light
When the battery is fully charged or is not loaded into the Toro, there is no status light illuminated. If the battery is in use, the Battery Status Light will illuminate red when the battery is at 10% of full power. When the red light begins to blink the printer will only operate for an additional five minutes of print time. If you are at a remote location and relying solely on battery power, you should consider powering down the printer.

> **NOTE:** The Toro battery is an optional accessory. If you did not purchase a battery with your Toro printer, you still may do so. Contact Graphic Products for more information.

Power Button

This button powers up your Toro both in battery mode and A/C mode. When you first activate the power button a tone will sound and the green light will blink for approximately 30 seconds while the Toro software is booting up. When the light turns solid green your Toro is ready to print. For powering down push the power button. The light will flash green and the Toro screen will go dark.

If the power light is slowly blinking green Toro is in sleep mode. Press any key a few times to wake up Toro.

Keyboard Release Slider

This button releases your Toro keyboard from its locked upright position.

I/O Panel

The I/O panel includes the power and data transfer ports for Toro (L to R).

Ethernet Port   USB-A Ports   USB-B Port   24-VDC Port
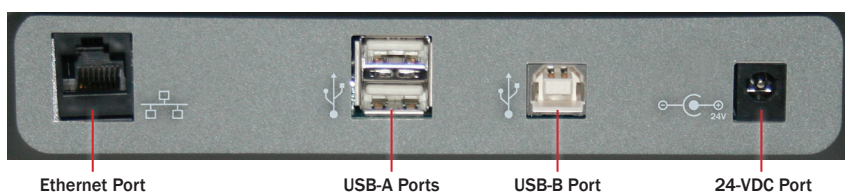
- **Two USB-A ports** which can be used for a USB drive for file transfer or for a mouse.

- **One USB-B** port which can be used to connect to an external computer.

- **24-VDC port** for external power source. Use only the Toro power brick provided with your printer.

- An optional **Ethernet Print Server Port** allows you to connect the Toro printer to an external computer. Check with your IT Department before connecting the Toro to your in-house system. In electrically noisy environments the ethernet port might have degraded performance.

  To enable Ethernet or an external computer select **Programs** then **System** then **Preferences**. Select the appropriate button.

NOTE: When using the Toro as a printer connected to a computer or network, the software will instruct you to close the Toro screen and keyboard. This will disengage the Toro software and allow the printer to serve as an output device for the external network.

NOTE: A wireless optical mouse was shipped with your Toro. A USB plug is seated in the base of the mouse. Place the USB plug into one of the USB-A ports on the I/O Panel and place a single AA battery in the mouse then flip the small On/Off switch. The Toro will recognize the wireless optical mouse automatically. For mouse optimization follow the directions under Screen Interface.

NOTE: The Toro supports communication through a USB cable no longer than three meters or 9 ½ feet.

Toro Keyboard

Keyboard Release

The Toro keyboard is permanently mounted to the printer housing. It features an 11" QUERTY layout with an embedded calculator function. Open the keyboard by moving the release slider on the control panel and pull the screen down until it seats on your work surface. Above the keyboard on the right, there are three indicator lights that illuminate when "Lock" functions are engaged: 1 = Numbers Lock (Num Lock), A = Upper Case Lock (Caps Lock) and Arrow = Scroll Lock.

Keyboard Operation

When the keyboard is in the up position and the printer is on, the software will shut down. The power light on the control panel will blink on and off, then stay solid green. This position is useful for reserving battery power and is necessary when the printer is being networked as an output device through the Ethernet port or a USB-B external computer on the I/O panel.

Toro Screen

Screen Release Button

The button to the right of the LED screen is the screen release button. Push in and the screen will release from its locked position. You will find indents on the back of the screen at both sides near the bottom. Grasp these with your forefinger and thumb and lift the screen toward you. The screen features four tilt positions to optimize your viewing angle and touch accessibility. These tilt positions hold the screen securely in place for finger touch or for pointer use.

Screen Interface

The Toro houses an LED 9" diagonal screen with touch capability. You can use your fingertip, or use the Toro stylus that is seated in a custom slot in the bottom right edge of the keyboard.

An external mouse may also be used by plugging it into one of the USB-A ports on the I/O panel. A wireless mouse has been included with your Toro printer (see I/O Panel – USB-A).

To optimize mouse recognition speed Select **Programs** then **System** then **Improve USB recognition speed** under **Preferences**. You will need to reboot your Toro.

3. Loading Ribbon and Vinyl Supply

Loading Ribbon

Ribbon Rewind
Core Holders
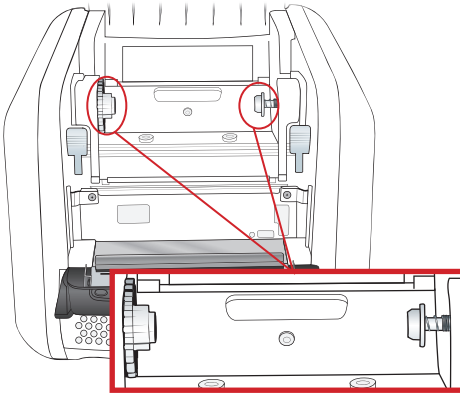
1. Open the Toro cover all the way until it seats. Install a ribbon rewind core onto the gray, spring-loaded ribbon rewind holder on the top of the print carriage.

2. Place the other end of the ribbon core onto the holder on the other side. Make sure to align the notch on the holder with the notch on the core.

Print head release buttons

Ribbon Holders

Take-Up Wheel
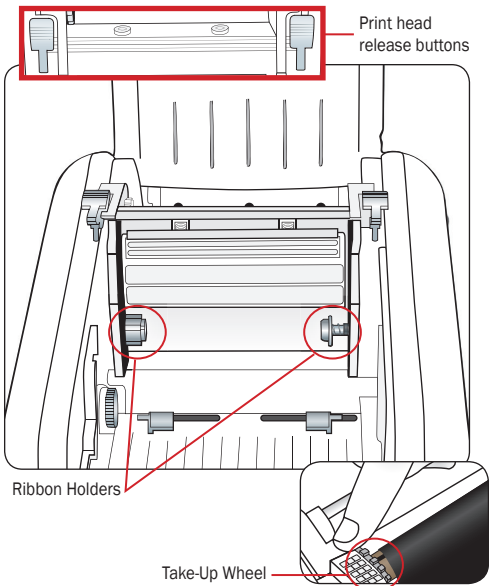
3. Pull the cutter station down until it rests, then push the gray print head release buttons above the printer carriage. The print head will spring upward. Hold the ribbon so the loose end falls to the rear of the printer, then place one end of the ribbon on the gray, spring loaded holder.

4. Place the other end of the ribbon onto the holder on the other side ensuring that the notches lock into place.

5. Extend the ribbon around the print carriage and use a small piece of vinyl supply or tape to secure the ribbon end on the empty rewind core.

6. Pull the ribbon snug by turning the gray take-up wheel.

Loading Supply

Fixing Tabs

Print Carriage

Adjustable
Label Guides
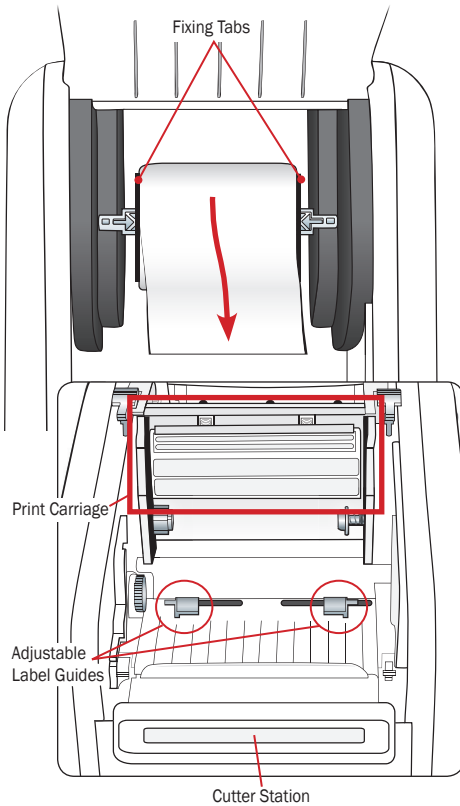
Cutter Station

1. Make sure the print carriage is in the up position (gray buttons over cutter station).

2. Place the label supply onto the supply shaft and secure with the label fixing tabs on either side.

3. With the label supply extending over the top of the spool toward the cutter station, place the spindle into the slots within the supply well. With the DuraLabel supply label facing the back of the printer.

4. Feed the end of the label supply under the print carriage threading it underneath the gray, adjustable label guides.

5. Feed the supply through the print carriage and thread the end through the cutter station.

6. Adjust the gray guides toward the edges of the supply, without binding.

7. Close the cutter mechanism by lifting it up until it clicks into place.

8. Close the print carriage, then close the Toro cover.

4. Getting Started

Opening Screen

The Toro opening screen and menu bar is your introduction to the Toro software, drives and instructions. The Menu Bar Icons are numbered below.

1. DuraSuite Software

This link takes you to our DuraSuite software program. This is where you will find ready-made templates for arc flash, pipe marking, NFPA diamonds, RTK color bars and a custom label designer.

A DuraSuite manual has been included with your Toro printer. A digital PDF version of the manual is included in the Toro software in addition to instructional videos.
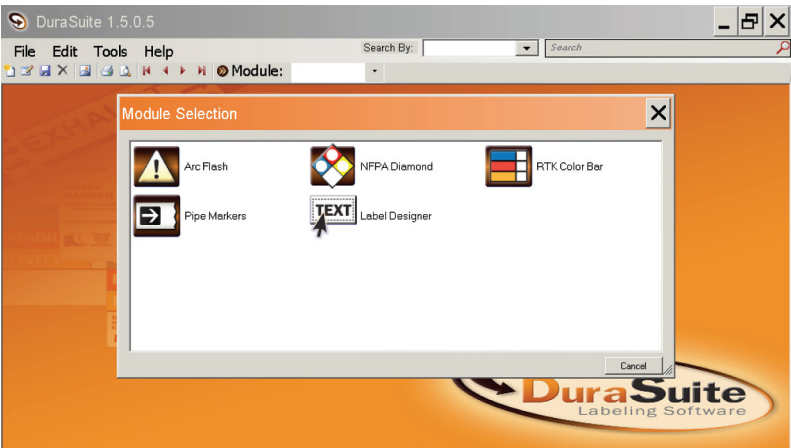
2. QLabel-IV Barcode Software for Number Sequencing and Database Merging

QLabel-IV software allows you to build and save your own barcodes. A printed QLabel Walkthrough is included with your Toro. There is also a PDF version available on the Toro. Select Training under Programs on the Toro toolbar.
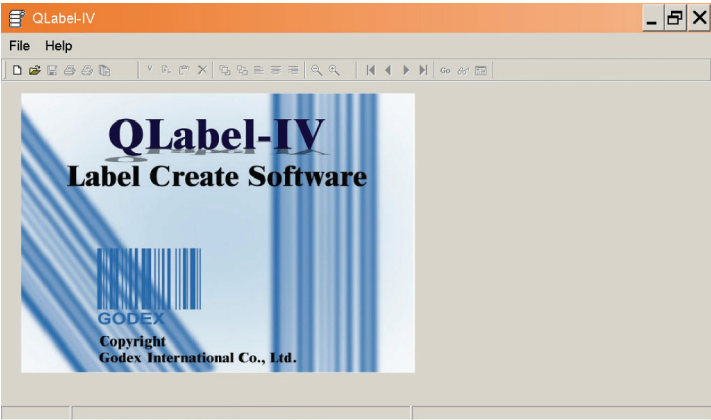
3. Templates Pull-down Menu

Clicking Templates reveals a drop-down menu listing the major categories of label templates. Selecting a category displays a pop-up window showing the labels in that category. There is also a list of symbols available from the Templates menu.
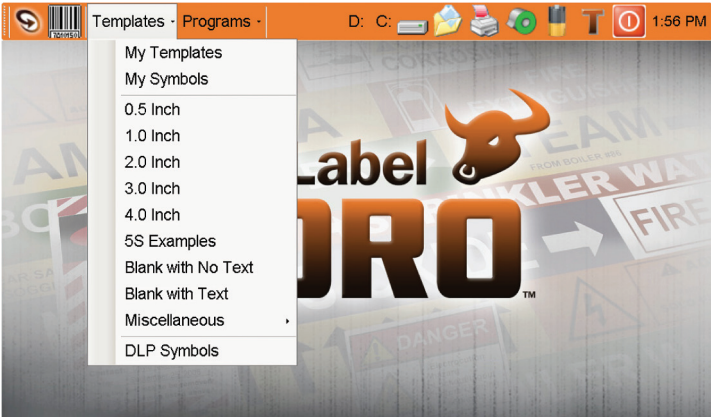
4. Programs Drop-down Menu

This menu provides paths to the four most commonly used applications: DuraSuite, Label Writer, Label Draw and QLabel Barcoding.

This menu also links to Training. Select this to access How-To documents, Label Examples, Manuals and Instructional Videos.
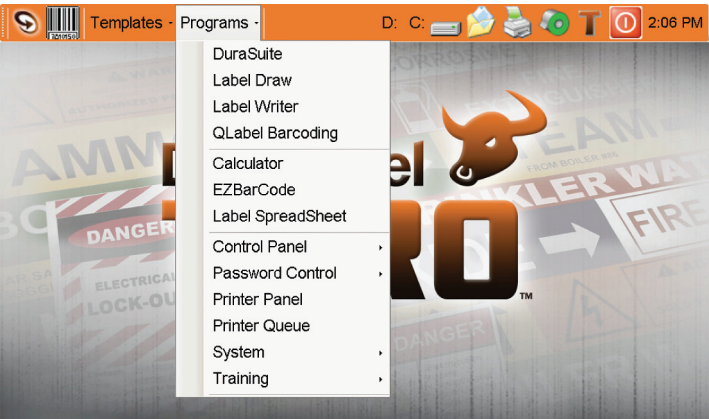
5. C Drive & D Drive

Toro documents and programs are located on the "C" and "D" drives.
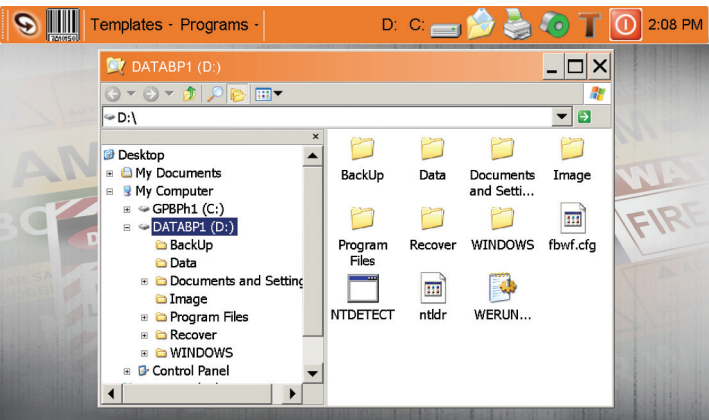
6. My Documents

This folder serves as a shortcut to your most commonly used templates, label designs, symbols and pictures.

7. Printer Settings

The **Printer Settings** window will come up when you change supply between continuous vinyl, and blackmark or die-cut supply or when a print driver change is needed.

a. To bring up the Printer Settings window select **Printer Icon** in the Toro toolbar.

b. Driver settings will automatically default to the supply loaded in the Toro. If you want to manually change the setting select the arrow to the right of the window to see other driver setting options.

c. Ribbon type is **not** automatically sensed by the Toro. Verify that your ribbon setting matches the ribbon supply you have loaded by selecting **Ribbon Type** then **Apply**.

Ribbon supply is identified by the color coding on the cardboard core

Black Core - Premium Black Ribbon

Blue Core – Petroleum Resistant Ribbon

Red Core – Extreme Chemical Resistant Ribbon

Orange Core – Shrink Tube Ribbon

Green Core – Custom Ribbon

Plain Core – Colors: White, Red, Green, Orange, Yellow, Dark Blue

Trim Label: The cutter can override the printer and cut supply on command. Select **Trim Label**. The Toro will advance the supply approximately one inch and cut the supply. When loading a different supply type a dialog box will appear if printer calibration is required.

Select **Calibrate** under supply calibration. Toro will sense the supply that is loaded and will self-adjust.
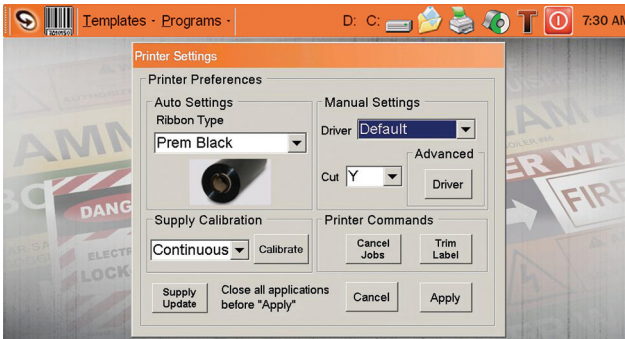
8. Supply Information

Select the Supply icon and a window will pop up telling you what type of supply is loaded in the Toro. The green color in this label icon will step down as the supply is being used.

9. Battery Power

This icon provides battery status in percentages. Pass the curser over the icon and a pop up window will appear telling you the percentage of power the battery has left without a recharge.

10. Contact Information

This button opens a window that provides a phone number and website you can use for toll-free customer support, supply orders and product updates.

11. Shutdown Power Button

This button provides an option to shut down electronically rather than using the manual button on the control panel.

12. Date & Time

To change the time zone setting, or to toggle automatic daylight savings time setting, select the Time Zone tab and select the desired time zone from the pull-down list. Click on the check box at the bottom to disable automatic daylight savings time adjustment.

> **NOTE:** Changes to the time zone settings will not take effect until the Toro is restarted.

5. Label Creation with OpenOffice Label Writer

The Toro Label Writer is based on OpenOffice Writer word processing software. The basic principles of label creation in Label Writer are the same as in Microsoft Word or other programs. There are some customizations developed specifically for the Toro. Here are some shortcuts for creating label templates.

Opening a New Template in OpenOffice

Option #1: Select **Templates** in the Toro toolbar then select a template size or type from the drop-down menu. Double-click on a template. A window will open. Select **Template Type** (such as safety or pipe marking) and double click. A window showing the template will open. You can now manipulate existing text and graphics to create your message or print the label as is.

Option #2: Select **Programs** in the Toro toolbar then select **Label Writer**. A window showing a blank template palette will open. Now you are ready to create your custom label.

Changing Label Size from OpenOffice

With the template window open select **Format** then **Page**. You can then set width, height and margins. There is also a page icon in the toolbar to accomplish this.

Text Frames (Text Boxes)

Adding a Text Frame to a Template: From an OpenOffice template, select **Insert** then Text Frame: select **OK**. A box with green squares will appear within the template.

Changing Size of Text Frame: Select any one of the green boxes bordering the text frame and drag to resize the dimensions of frame.

Adding Text in Text Frame: Select the inside of the text frame. Now you may type your message in the frame.

Formatting Text: Similar to other text editors – select text options on tool bar: bold, size, font, center etc. You can also use the pulldown menus such as **Format**. You can also select anywhere within the text and select **Character** in the pull down menu.

Inserting and Manipulating Graphic Symbols and Icons

On OpenOffice toolbar select the **Picture Frame Icon** (Gallery). A Symbol/Icon gallery will open above the template window. Select a New Theme from the scroll menu to the left (such as Elec Sound). A family of symbols will appear in the window to the right.

Select a **Symbol** and drag it to the template palette.
To resize, select and **Drag** one of the eight green boxes outlining the symbol.

> **HINT:** Graphics can also be inserted by selecting **Insert** then **Picture** then **From File** from the Label Writer tool bar. A list of available folders appears in a new window. Select the desired folder and select an image. Select **Open** to insert the image.

> **HINT:** For more precise control of graphic size and placement, right-click on the graphic and select **Picture** from the pop-up menu. Select the **Type** tab in the window that appears. Enter the desired height, width, and placement as for a frame. Selecting the **Keep Ratio** box will avoid distortion. Select **OK** to make the change.

To flip a graphic horizontally or vertically, right-click on the graphic and select **Picture** from the pop-up menu. Select the **Picture** tab in the window that appears. Check the boxes for the desired changes. A preview of the flipped picture appears at right. Click OK to make the change.

Zoom

On OpenOffice toolbar select **Magnifying Glass Icon** and select desired zoom.

Adding Special Shapes and Custom Drawings (shape boxes)

The easiest way to select desired shape is to select one from the toolbar at the bottom of the screen. Once selected, move the cursor to the inside of the label field and drag the shape to the desired size.

Inverting Text Color

To create color text on a black background, begin by loading the printer with vinyl of the desired text color. Create a label in Label Writer as described above. Select Format then Page to set the background color. The text will automatically revert to white.

> **NOTE:** The Toro does not support color printing. If a label contains a color other than black or white, it will print as a shade of gray.

Printing a Label

To print a label, select **File** then **Print** from the Label Writer tool bar. In the window that appears, verify that the correct printer model and printer port are selected. Click the Up and Down buttons at the lower right of the window to select the desired number of copies. Click **OK** to print.

Special Applications

Label Writer can be used for a variety of special applications, including automatic number sequencing, mail merge functionality, printing multiple wire wraps, and creating table tents. Tutorials and templates for a variety of special applications can be found by selecting **Training** then **How To** from the Toro toolbar.

6. Creating Bar Codes

Select Programs then **EZBarCode** from the Toro **toolbar**. Enter the desired text in the blank field. Select the desired bar code format and size from the pull-down menus. Some barcode formats will require you to select additional choices. When the information is correct, select **Go**. A preview of the bar code is shown in the box at bottom left. If the bar code text has been improperly formatted, a description of the problem will appear. When the barcode is finalized, select **Copy**.

Format a label as desired in Label Writer. Insert a frame large enough to hold the barcode. Place the text cursor inside the frame. From the Label Writer tool bar, select **Edit** then **Paste** to insert the barcode into the label document. Label Writer will treat a barcode like text.

> **NOTE:** If barcoding requires extensive formatting, sequencing and/or merging, it is recommended that you use QLabel Barcode Software which is loaded into your Toro software suite. A QLabel Walkthrough is included with your Toro materials. Select **Training** then **How To** from the Toro toolbar to access the digital QLabel Walkthrough. The QLabel Program shortcut is a barcode icon on the Toro toolbar.

7. Label Creation with DuraSuite

DuraSuite allows arc flash warning labels and NFPA Right-To-Know labels to be printed on pre-formatted, die-cut labels. Open DuraSuite by clicking the DuraSuite logo in the upper left of the Toro screen or by selecting DuraSuite under the Program menu or the DL key to the right of the spacebar.

To learn how to create arc flash labels or RTK labels using DuraSuite, please refer to the DuraSuite manual included on the Toro under training. A DuraSuite manual is also included in the delivery of your Toro printer.

> **NOTE:** Your Toro also has DuraSuite video tutorials available for pipe marking, arc flash and label designing. Go to **Training** under the **Programs** icon on your Toro toolbar.

> **NOTE:** For extended print lengths greater than 30", select the **Printer Icon** from the **Printer Settings**, select **Ext** under cut drop down. For use with pipe markers and ammonia markers.

8. Advanced Functions

Using the USB Drive

To copy non-program files, such as images, templates, or spreadsheets, onto the Toro, first load the files onto a USB drive. Insert the drive into any unused USB port on the side of the Toro. After a few moments, a button labeled **D:** will appear on the Toro Toolbar. Click on this button to view the contents of the USB drive. Drag and drop files to the desired location on the Toro using the folder tree at the left of the window.

> **NOTE:** The only user-rewriteable portions of the built-in hard drive are the My Documents folder and its subfolders. This is the default location for all user functions, including saving new or modified templates, images, or other documents. Files changed, deleted, moved, or otherwise modified in other portions of the file structure will automatically revert to their original state when the Toro is rebooted.

> **NOTE:** To speed up USB recognition select the How To's document under Programs in the Toro toolbox.

Touchscreen Calibration

Over time your Toro touchscreen may need to be calibrated to improve touch performance. To calibrate the Toro touchscreen select **Control Panel** in the Programs menu in the Toro toolbar. Then select Touch Calibration. Follow the instructions by selecting the **X** in each screen corner until it beeps. Your screen will then be calibrated for optimum touch accuracy.

Installing Programs

The Toro cannot install or run user programs. Only manufacturer-supplied upgrades can be installed on the machine. The Toro printer can be slaved to an external software source through the optional Ethernet Print Server Port and USB-B port.

Changing the Desktop Wallpaper

To change the Desktop image, insert a USB drive with the desired image into any unused USB port. Click on the D: button in the Toro toolbar. Select the image file in the window that appears, and drag it to the My Symbols folder on the Toro.

From the Toro toolbar, select **Programs** then **Control Panel**. In the window that appears, select Display. In the new window, select the **Desktop** tab, then **Browse**. Navigate to the **My Symbols** folder, select the desired image, and select **Open**. Select **OK** to make the change.

Password Protection

The Toro has a password protection option. To enable, from the toolbar, select **Programs** then **Password Control**, **Add User** and complete by clicking **Enable Lock**. After a shutdown or return from the screensaver, a logon prompt will display. Once a user is added, several other password options appear on the Toolbar. Under Password Control the following items are shown:
- Add User
- Change Password
- Delete User
- Disable Station Lock (toggle - disable/enable)

To disable the station lock, select the 4th bullet above. To immediately lock the station, select **Programs** then **Lock Station Now**.

In case of forgotten password, contact Graphic Products at 1-800-788-5572.

Installing an External Pointing Device

The Toro supports most USB-compatible pointing devices, including computer mice and trackballs. To install a pointing device, plug it into any available USB port on the Toro. The computer will automatically recognize the device.

To optimize mouse recognition speed select **Programs** then **System** then **Improve USB recognition speed** under **Preferences**. You will need to reboot your Toro.

Recovering Templates

A backup copy of all manufacturer-supplied label templates is permanently maintained. If changes have been made to the supplied templates, and the original template is needed, follow these steps to replace the edited template with the original:

1. Click on the hard drive indicator in the toolbar.

2. Select C:\GraphicProducts\BackUp\DLP Templates and Symbols.

3. Drag and drop the template file to same folder as the modified copy in C:\Documents and Settings\Default User\My Documents\DLP Templates and Symbols.

4. Click OK at the prompt to overwrite the copy with the original template.

> **HINT:** If desired, an entire template folder may be recovered using the same procedure.

Sleep Mode

In sleep mode, user data is saved to memory and the computer appears to be off. The power indicator light will slowly blink green momentarily. To recover from sleep mode hit spacebar.

To enable sleep mode select **Programs** then **Control Panel** then **All Settings** then **Power Options**. A reboot is required to save options. Select **Programs** then **Control Panel** then **All Settings** then **Power Options....**

9. Battery System (Optional)

The Toro battery is a Lithium-Ion (Li-Ion) battery. The Toro battery system is an optional accessory and does not come with the basic Toro Printer package. The battery makes your Toro system completely independent from an external power source and is especially useful taking your Toro on the go whether it's moving throughout your facility or taking it with you to another site. **When using or charging the Toro battery think in terms of three**.

Power: On average the Toro Battery will provide power for three hours of print time.

Sleep Mode: The Toro Battery can rest in "sleep mode" within the Toro printer without recharging for an average of 30 hours. To re-activate Toro simply hit the spacebar a few times and Toro will reactivate.

Charge: On average the Toro battery requires three hours of charge time when charge is below 10% of power. When charging, place your Toro battery on a clean dry surface away from heat and direct sunlight.

Battery Life: To maximize the long-range life of your battery is recommended that you fully charge it every three months whether the battery has been used or not. Lithium batteries will self-discharge over time.

Battery Loading:

The Toro battery conveniently mounts into the back of the Toro. Remove the battery cover door by pushing the slot downward and pulling the door away. Position the battery so the cut-outs are aligned and the contacts are in position with the contact interface. Push the battery in until the locking slider on the right of the battery slot can be locked into the up position.
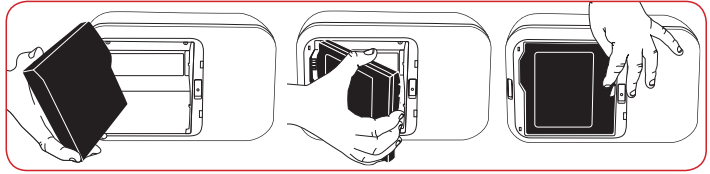
Battery Maintenance: When not in use, keep your Toro battery in a cool, dry place. It is especially important that you keep your Toro battery away from direct exposure to the sun. Do not disassemble your Toro battery. Do not let the metal battery pins come into contact with another metal surface. If you notice odor or leakage, remove battery immediately and clean any residue from skin and clothes and contact your DuraLabel representative.

Battery Charger: The Toro battery should be charged only with the battery charging unit provided. Plug the charging unit jack into the Toro battery and place the battery flat on a clean, dry surface. Plug the charger into an AC outlet. The light on top of the charger will illuminate red. When the charger light turns green, your Toro battery is charged and ready. Charging time averages three hours.

10. Cleaning and Maintenance

IMPORTANT! Always turn the printer OFF and remove the battery before cleaning or performing maintenance. Always wait at least 5 seconds before turning ON the power. Basic cleaning of the print head, cutter and platen roller will prolong the life of the printer and allow crisp, clear labels and signs with every print.

> **NOTE:** A video tutorial on Toro cleaning is available. Select **Programs** on the Toro toolbar then **Training** and **Videos**. Or, select the "**?**" button in the Toro toolbar to access Toro's built-in digital training section.

Print Head Cleaning

Unclear printouts may be caused by a dusty print head, ribbon stain or label supply residue. Therefore, when printing, it is necessary to keep the top cover closed. Also, prevent vinyl from being stained or becoming dusty to ensure print quality and to prolong print head life.

1. Turn the printer power OFF.

2. Open the printer cover, and remove the ribbon and/or label supply from the printer.

3. Open the print head by pressing the gray locking levers.

4. To open a cleaning swab, place the swab between your index finger and your thumb. Squeeze the swab until it snaps. Alcohol will be distributed to the cotton side of the swab.

5. Run the swab back and forth several times across the front and underside of the print head to remove any built-up adhesive, residue or dust particles.

Cutter Cleaning

1. Turn the printer power OFF.

2. Remove the screws on both sides of the manual cutter module.

3. Unplug the sensor connector and remove the cutter module.

4. Open a cleaning swab, and place the swab between your index finger and your thumb. Squeeze the swab until it snaps. Alcohol will be distributed to the cotton side of the swab. While pressing down on the cutter, run a cleaning swab back and forth several times across the upper blade on of the back side of the cutter.

5. Run the cleaning swab back and forth several times across the upper blade on the front side of the cutter.

11. Troubleshooting

For common print errors the Toro screen will prompt you with a graphic screen on the likely cause of the error and what you can do to fix it.

Insert Correct Supply or Calibrate

Load Ribbon

Clear Cutter

Load Supply

Caution: Hot Print Head. Printing will resume when cooled."

SYSTEM ERROR
Call DuraLabel Technical Support
1-888-326-9244
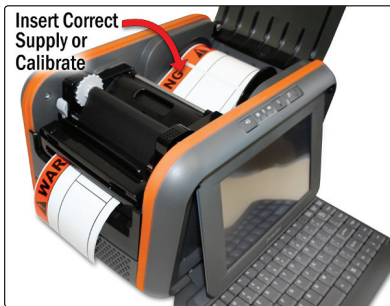
Other Troubleshooting Tips

Q: When printing, only part of the contents were printed.
- Check if label or ribbon is stuck on the thermal print head.
- Check if application software has errors.
- Check if start position setting has errors.
- Check if ribbon has wrinkles.
- Check if power supply is correct.
- Check driver setting.

Q: When printing, part of the label was not printed completely.
- Check if thermal print head is stained or dusty.
- Check the quality of the vinyl supply and ribbon.
- Check print head alignment.

Q: Printout not in desired position.
- Check if sensor is covered by paper or dust.
- Check if liner is suitable for use. Contact DuraLabel for more information.
- Check if label roll edge is aligned with label width guide.
- Check calibration.

Q: When printing, page skipping occurs.
- Check if error occurs on label height setting.
- Check if sensor is covered by dust.
- Check calibration.

Q: Unclear printout.
- Check print darkness setting.
- Check if thermal print head is covered with glue or stain.

Q: When using cutter, label would not feed, or abnormal cutting occurs.
- Check if cutter is installed properly.
- Check if platen roller is sticky.

Q: Slow USB recognition.
- To optimize USB recognition speed Select **Programs** then **System** then **Improve USB recognition speed** under **Preferences**. You will need to reboot your Toro.

Q: Poor touch screen calibration.
- Select **Control Panel** in the **Programs** menu in the Toro toolbar. Then select **Touch Calibration**. Follow the instructions by selecting the X in each screen corner until it beeps.

12. Specifications

Printer
- Type: Thermal Transfer
- Print Speed: up to 3 inches per second
- Resolution: 300 dots per inch
- Max. Print Width: 4.0"
- Max. Print Length: 30 inches using Label Writer software
- Unlimited length using DuraSuite software and EXT cut setting

Indicators & Buttons
- Indicators: Power, Printer Status, Supply Status, Battery Status
- Buttons: Power, Supply Feed, Keyboard Release, Screen Release, Battery Release

Communication Interface
- Communications: USB 2.0, Optional Ethernet Print Server Port
- Memory: 4GB Flash, 1GB SDRAM

Power Requirements
- Input Voltage: 24 VDC, 5A DuraLabel labelers have worldwide voltage capability

Software
- OpenOffice 3.2
- QLabel-IV 1.19 Barcode Software
- DuraSuite 1.5.0.8 Labeling Software
- Adobe Acrobat

Environment
- Operating Temperature: 41°F – 104°F (5°C – 40°C)
- Operation Humidity: 30% – 85%, non-condensing
- Storage Temperature: -4°F – 122°F (-20°C – 50°C)
- Storage Humidity: 10% – 90%, non-condensing
- Ventilation: Fan mounted on circuit board

Label Stock
- Type: Continuous, Black Mark & Die-Cut
- Width: 0.20 inch minimum, 4" maximum

Ribbon Supply
- Premium Resin
- Width: 106 mm (4.17 inch)
- Capacity: 360 ft. with 0.5 in. core diameter

Printer Body
- Dimensions: 13.5" wide, 10.25" deep, in. (L) x 6.7 in. (H) x 8.8 in. (W)
- 13.8 lbs (6.26 kg), excluding supplies

Toro specifications are subject to change without notice.

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Microsoft XP – Embedded Device

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- **Adobe Reader 9.0®** - Use of Adobe Reader is subject to the End User License Agreement available online at http://www.adobe.com/products/eulas/.

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www.DuraLabel.com

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